

## **The National Family Caregiver Support Program:**

### **From Enactment to Action**

U.S. Administration on Aging Conference  
Washington, D.C.

September 6-7, 2001

### **Barriers to Resources for Socially and Economically Disadvantaged Caregivers**

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Notes from the presentation

- \* Access issues:  
  
Burden of responsibility for engaging participation from culturally, socially, and economically disadvantaged lies with the advocate
  
- \* Sensitivity of staff to culturally diverse caregivers and elders:  
  
Training of staff should be from the diverse community reflecting their values and need for services  
  
Awareness of choice of words and expressions which are inclusive and receptive to the nuances of the diverse cultures  
  
Younger caregivers may navigate the web pages for information and need to see that services are available for their elders who are culturally diverse
  
- \* Messenger:  
  
To be taken seriously by the diverse community, staff should be hired who are culturally sensitive, speak and write the language, and can translate information

The person should be able to speak/present with knowledge and engage dialogue

Commissioners/volunteers should also be trained on diversity issues and their participation solicited

\* Message:

Should be clear and said in simple terms in the native language

Content of the message should be clear, concise, in layman's terms using no acronyms

\* Frequency of message:

Sensitive to use of language, oral and written presentations in various languages

Talk radio shows and call-in shows and local TV to reach the audience

Regular frequent messages and efforts that are sustained over a period of time achieve the best results

\* Differences within the same cultural groups:

Appreciation for the differences between a culturally diverse community, ensuring participation from all segments of the population who are in need of services and information

\* Integrated services:

Train all staff, providers and volunteers to be sensitive to the needs of the culturally diverse community

Ensure that the various service components are receptive to addressing the needs of culturally diverse elders and their caregivers